

ABSTRACT OF THE DISCLOSURE

The present invention allows calls that have previously been handled by an answering system to be identified when they are forwarded from a switch back to the answering system. In one embodiment, the invention includes receiving an incoming call
5 at an automated attendant port or answering system port, receiving a call handle associated with the incoming call, applying the call handle to retrieve caller information associated with the call handle, and using the retrieved caller information to handle the call if caller information associated with the call handle is found.